



Auto
Consultants
Pte Ltd

51 UBI AVE 1, #01-25 PAYA UBI INDUSTRIAL PARK, SINGAPORE 408933 TEL : (065) 62563561 FAX : (065) 62564315

Our Ref: CC4/AIG20011733/bs3

04 November 2020

**LU YANPING
BLK 489 JURONG WEST AVENUE 1
#09-21
SINGAPORE 640489**

Dear Sir/Madam,

ACCIDENT INVOLVING SMH 4348A AND PC 3457R ON 27/10/2020

We refer to the above accident where we are acting for AIG Asia Pacific Insurance Pte Ltd to resolve the claim against you and/or your authorized driver under the Auto Insurance policy taken up with them.

Based on the accident report and accident scenario, liability is down against us. We will therefore proceed to negotiate for an amicable settlement with the Third Party.

Should you however wish to further discuss on the matter prior to our negotiations and settlement, please contact us within 10 days from the date of this letter.

Please note that your No-Claim Discount (NCD)(if any) will be affected and reduced by 30% (20% for commercial vehicles) upon next renewal due to this Third Party claim. However, if your policy has a NCD protector feature, it will be deemed utilized for this claim and your NCD will be protected.

Please call us if you have further queries.

Yours faithfully,

Jasper Chua
DID: 6841 2928
FAX: 6741 4108
Email: jasperchua@lkkauto.com

c.c. AIG Asia Pacific Insurance Pte Ltd
(Motor Claims Dept)

Hsiao Tong (LKKAuto)

From: Hsiao Tong (LKKAuto)
Sent: Thursday, 17 March 2022 12:20 PM
To: Loh, Chee-Heng
Cc: Admin A
Subject: RE: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

Hi Chee Heng,

We refer to the above matter.

Please be informed that we did not receive any LOD/ follow-up made from Third Party for their claim.

In view of non-development from the third-party, we will proceed to temporarily close this outstanding claim file and submit our survey report to your good-office.

In future, if there are any new developments from the claimant, we will inform you for our further handling.

Thank you.

Best Regards,

Hsiao Tong, Chew (Ms) | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6742-3197 | Email: chewht@lkkauto.com |

HQ : Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 |

S(408933)

From: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Sent: Friday, 25 February 2022 9:26 AM
To: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: RE: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

Hi Jaslin,

We are conducting a review of this case.

Kindly let us have an update.

Thank you.

Loh Chee Heng

Senior Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte Ltd

AIG Building

78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1881
Chee-Heng.Loh@aig.com | www.AIG.sg

If you have received this message outside of your usual work hours, I do not expect that you will read, respond to or action it until appropriate for you.

From: Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Sent: Friday, 3 December 2021 6:11 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: [EXTERNAL] Re: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

This message is from an external sender; be cautious with links and attachments.

Dear Chee Heng

We are currently pending for TP LOD to seek mandate.

Thank you.

Best Regards,

Jaslin Kok | Case Handler

LKK Auto Consultants Pte Ltd

Phone: 6841 2157 | email: JaslinKok@lkkauto.com | fax: 6741 4108

Blk 51, Paya Ubi Industrial Park, Ubi Avenue 1, #02-25 | S(408933)

From: Su Li (LKK Auto) <suli@lkkauto.com>
Sent: Wednesday, November 24, 2021 4:12 PM
To: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>; Jaslin Kok (LKK Auto) <jaslinkok@lkkauto.com>
Cc: Admin A <admin-a@lkkauto.com>
Subject: Fw: 8101385796SG-003 LKK REF : CC4/AIG20011733/Krs3

Dear Sir / Madam,

Thank you for your email.

Our respective case handler will look into the matter and get back to you in due course.

Hi Jaslin,

FYNA, CC4/AIG20011733/Krs3

To check availability of the case handler, you may contact the undersigned.

**Note: We are on work from home arrangement. All correspondence should be made via email. Submission of claim related documents will be in softcopy. Any inconvenience caused is much regretted.*

Thank you.

Best Regards,

Su Li | Admin Support

LKK Auto Consultants Pte Ltd

From: Loh, Chee-Heng <Chee-Heng.Loh@aig.com>

Sent: Wednesday, November 24, 2021 3:45 PM

To: Admin A <admin-a@lkkauto.com>

Subject: 8101385796SG-003

Dear Sir/Mdm,

It is more than 12 months since claim created in Merimen.

Kindly upload correspondence with insured into Merimen.

If there is no activity from workshop, kindly close case.

Thank you.

Loh Chee Heng

Senior Complex Claims Examiner – Auto Property Damage Claims
AIG Asia Pacific Insurance Pte Ltd

AIG Building
78 Shenton Way, Level 10
Singapore 079120
Tel +(65) 6419 1881

Chee-Heng.Loh@aig.com | www.AIG.sg

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